



ITSD Tech Talk

Newsletter

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Department of Health and Senior Services — Information Technology Services Division

Joe Koenig Appointed IT Director for DHSS

Joe has been with the Department of Health and Senior Services since October, 2005. Prior to joining the department, Joe managed the operations of a privately-held web application development firm. He has experience in programming, server administration, and project management, in addition to his experience in operations management. Currently, Joe resides in Lake Saint Louis with his wife, 17-month old son, and two Labrador retrievers.



Virtual Private Network (VPN)

The Department of Health and Senior Services (DHSS) provides applications for both State workers and non-State workers to serve the citizens of Missouri. Today's applications require faster connections and increased security to operate smoothly. Existing data circuits to remote offices (i.e. LPHAs offices, WIC clinics, etc.) do not have sufficient capacity to effectively access DHSS data

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Freeware is Not Always Free for Everyone's Use

"Freeware" should not be confused with "free software" (more or less, software with unrestricted redistribution and use). The definition of Freeware is computer software that is made available free of charge, but which is copyrighted by its developer, who retains the rights to control its distribution, to modify it and to sell it in the future.

Freeware is usually distributed with a license that permits its redistribution to some extent,

for example allowing users to give copies to friends. However, there are often restrictions, such as limitations on its commercial use. Some licenses permit the software to be freely copied but not sold. Another common provision is the prohibition of use by the military or governments. All of these restrictions must be taken into consideration before downloading/installing freeware on Department of Health and Senior Services (DHSS) equipment.

There are several additional categories of software that are also available as downloads, but which are not necessarily freeware. They are much less commonly used, but they need to be mentioned for the sake of completeness. Among them is shareware, which is distributed in a manner similar to freeware except that it typically requires payment after some trial period or for the activation of some features. Nag-

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Freeware is Not Always Free for Everyone's Use (cont.)

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ware is a type of shareware that periodically reminds the user to register (and pay for) the program, typically in the form of dialog boxes (i.e., pop-up messages) that appear on the screen either when the program is starting up or while it is being used. It is the policy of DHSS to pay shareware authors the fee specified for use of their products.

If you have found freeware software that you think would be beneficial to your job, you need to forward a copy of the licensing agreement to:

support@dhss.mo.gov. The Information Technology Services Division Software Administrator will review the license agreement and a copy of the agreement will be maintained as recorded evidence that terms of the agreement have been reviewed. If the freeware

does not interfere with DHSS bandwidth, is allowed to be used by government agencies, and is for work-related use it will to be added to the DHSS inventory catalog. Upon request, the freeware can then be added to other users' configuration if it is needed for their job. By adding it to the users configuration, it allows ITSD to install the application if their PC needs to be reconfigured or they get a new PC.

Crystal Reports

Crystal Reports is the new report design application that is used to view MOHSAIC information. DHSS ITSD Report Designers, and others trained to use the application, design reports which are then published to give users access to data collected by the MOHSAIC database. Users who need to access summary data can use these reports through the DHSS Intranet or the Internet without having to own a copy of the software.

DHSS applications that currently have reports available are Service Coordination, MOHSIS Surveillance, Family Care Safety Registry, and Immunizations. Plans are being formulated to design reports for BNDD and Child Care users. A catalog of MOHSIS Crystal reports can be found at: <http://dhssnet/ehcdp/Help38.pdf>

For those who can reach the MOHSAIC Intranet web page at <http://172.17.34.5/mohsaic/Reports.htm>, there are links to Reports and instruc-

tions on how to log in and access the reports available for Immunizations.

Links to reports for DHSS Intranet users is: <http://crystal1/crystal/enterprise10/ePortfolio/>

Internet users will access reports by using the link: <https://crystalweb.dhss.mo.gov/crystal/enterprise10/ePortfolio/>

There is currently no classroom training scheduled but assistance with accessing reports is available from Crystal Reports support by calling the DHSS ITSD Help Desk and asking for Crystal Reports support.

There are 18 reports available for Immunizations, and the DHSS ITSD Crystal Reports report designers can create custom reports if enough demand is generated. The most popular Immunizations reports that are available in Crystal Reports are:

- CASA
- Reminder Recall list
- Reminder Recall labels

- Number of Clients Receiving Immunizations

Keep in mind that some reports will require a long wait (sometimes over an hour) for returning the data to your computer screen once it has been requested. We recommend you choose a time of day, such as your lunch break, when the wait won't interfere with your work flow.

A **NEW** report that gives all the information on a child's immunization record that would be appropriate for inclusion in the child's paper record is the "Detailed Shot Record."

If you have access to Immunizations and have a need to use the reports, please log in to test your access to Crystal Reports and contact the Help Desk if you are unable to access Crystal Reports. The previous reporting software, MyEureka!, that was accessed through the "Jasmine Portal" is expected to be phased out June 15, 2006 for Immunizations reports.

Emergency Response Data Collection System (ERDCS)

DHSS implemented an Emergency Response Data Collection System (ERDCS) to record, track, and report on any information about an emergency or the potential for an emergency situation received by DHSS.

ERDCS was first implemented early in 2002. ERDCS is used in the Department Situation Room (DSR) and is available 24 hours a day, 7 days a week.

The DSR receives calls from the general public, law enforcement, and many different arenas asking questions and/or reporting different types of incidents, which are then recorded into ERDCS. Depending on the type of situation, the DSR will route the requests or report them through the proper channels.

Currently Scheduled Classes

ITSD welcomes suggestions on supported software topics that DHSS staff could provide training on, please send your suggestions to: [DHSS Technical Training @dhss.mo.gov](mailto:DHSSTechnicalTraining@dhss.mo.gov)
Help sheets may be designed and posted on ITSD Tips and Tricks website and/or the task may be added to training materials. Thank you!

Course Name	Date	Start Time	End Time
ADVANCED WORD 2000	06/07/2006	8:00 AM	4:00 PM
ADVANCED EXCEL 2000	06/08/2006	8:00 AM	4:00 PM
WORD 2000 FORMS & TABLES	06/13/2006	8:00 AM	4:00 PM
EXCEL DATABASES AND PIVOT TABLES	06/21/2006	8:00 AM	4:00 PM
ENHANCING YOUR PC SKILLS	06/26/2006	8:00 AM	12:00 PM
INTRODUCTION TO POWERPOINT 2000	06/27/2006	8:00 AM	4:00 PM
ADVANCED POWERPOINT 2000	06/28/2006	8:00 AM	4:00 PM
PUBLISHER 2000	06/29/2006	8:00 AM	4:00 PM

SHOW ME HEALTHY WOMEN Becomes SHOW ME HEALTHY MISSOURIANS

Show Me Healthy Women (SMHW) was renamed Show Me Healthy Missourians (SMHM) because it now includes a demonstration program for Colorectal Cancer in the St. Louis area, where men are now eligible, as well as women's programs Breast and Cervical Cancer Control and Wise Woman, which is cardiovascular screenings and lifestyle intervention to reduce cardiovascular disease

The purposes of the SMHM are:

- To collect data directly from screening partners over the Internet
- To allow for faster and more accurate billing and program procedure review
- To provide for CDC's needs for data

The target population is primarily low-income mature adults who are uninsured

or underinsured and have no other means of getting these services. Eligibility ages vary by program.

Since the first release in July 2004, SMHM has reduced the time to reimburse program partners from 3 to 6 months to a consistent 3 weeks. By adding new programs, the application continues to improve the health services delivered to Missourians.

Family Care Safety Registry

The Family Care Safety Registry was established January 1, 2001 to provide employers with a quick method to obtain background screening information from a single source. The Registry maintains a database of caregivers, child-care, elder-care and personal-care workers, who are required to register within 15 days of hire.

The caregiver's name, address, social security number, and date of birth information are entered into FCSR. After registration is completed, employers (including family members) may contact the Registry using a toll-free access line, the internet, FAX, or by mail to obtain a background screening on caregivers who are registered, at no cost to the requestor.

The background screening is performed using a real-time computer interface to search criminal history, the Sex Offender Registry, the child abuse/neglect registry, the Department of Health and Senior Services Employee Disqualification List, the Department of Mental Health Employee Disqualification Registry, and child care and foster parent license information. The result of the background screening reflects real-time information from these computer files.

FCSR Web Screening

FCSR Web Screening (aka Web Provider) allows the provider to conduct their own screenings over the Internet. This allows them to shortcut a process of submitting paper to have FCSR staff do the screening and mail back the results. The provider receives the results much more quickly than with the more manual process.

FCSR Web Registrant

FCSR Web Registrant is an application that is in development. It will bring the registration process on-line and will make the registration system accessible to registrants and potential employers 24 hours a day, 7 days a week.

The program enables registrants and potential employers to register on-line with credit card payment for the registration fee. As the result, the amount of paperwork processing, time required to register and availability of registrant information will be significantly reduced.

Web_MOHSIS Varicella (Chickenpox) Reporting / Surveillance

Effective April 30, 2005, the Missouri Reporting Rule changes became effective requiring all cases of Varicella to be reported. Only the patient's name, date of birth, vaccination history, severity of illness, the local health authority jurisdiction where the cases occurred, and the date of report are required for these particular reports.

The Web_MOHSIS system was implemented in July 2005 to capture the required information on Varicella conditions. This new, easier-to-use system was made available to lessen the burden on LPHA staff reporting such a high incidence disease.



Web_MOHSIS Case Summary (Influenza) Reporting / Surveillance

In the past, individual reports of lab confirmed influenza have been reported. Influenza reports, unlike most reportable conditions, have been aggregated for the sole purpose of monitoring trends and meeting reporting requirements for the CDC. Staff from the Department of Health and Senior Services reviewed ways to collect the data that still allowed for morbidity comparisons within jurisdictional areas as well as to meet reporting requirements of the CDC. Working with Information Technology staff, a web application was developed that allowed simple data entry including three data elements: a date to represent the CDC week, three serotypes, and age group categories.

The web_Case Summary system was implemented in November 2004 to allow for aggregate reporting of laboratory-confirmed cases of influenza. This new easier-to-use system was made available to lessen the burden on LPHA staff reporting this high incidence disease.

Bio-Terrorism Surveillance

Bio-Terrorism Surveillance (BTS) is a system based on syndromic information (information on categories of illness, such as gastrointestinal, neurological, rash illness, etc.) that helps detect and contain public health threats earlier and easier, and determines the frequency of syndromes across the state of Missouri.

The BTS system (collects aggregate data via the Form 1) was re-evaluated and moved into a web-based system in June of 2004. This was to allow sites to enter their data directly into the system and allowed DHSS to provide access to the data to all of our BTS partners (Epidemiologists, LPHAs, DHSS staff, sites, etc.) and assist LPHAs with their Local Active Surveillance efforts.

At present, this web-based system has forty-eight sites that enter data directly on a daily basis, with another 12 reporting data via e-mail or fax.

Dead Bird Reporting

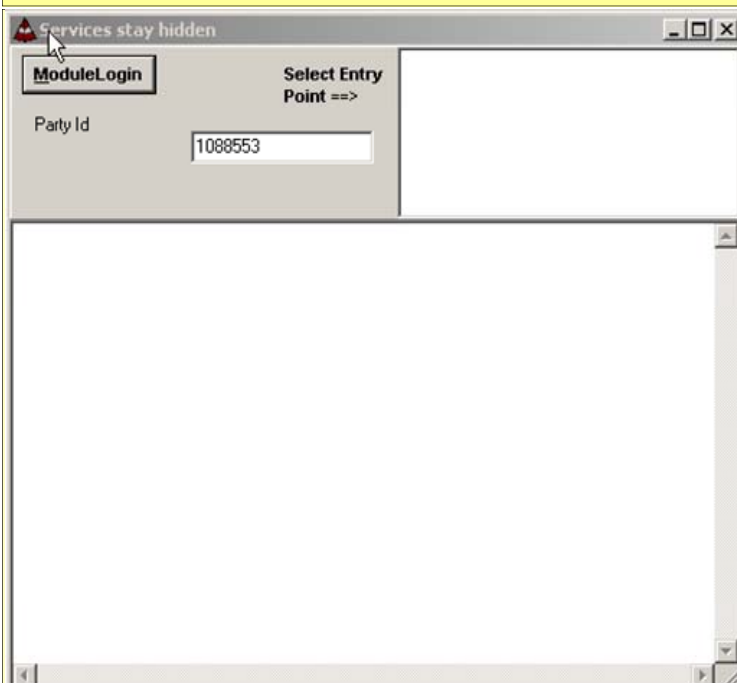
Dead Bird Reporting is a web application that was designed to allow anybody to report found dead birds. It is designed to be the first phase of reporting for West Nile Virus (WNV). Public health agencies often track or test dead birds because they may be the first sign of WNV activity in an area.

The application has a section, which shows pictures and gives a description of the birds that are to be reported. This online form is not used for submitting dead birds for WNV testing, but rather a way for the department to monitor found dead birds. This reporting shows if a high concentration of dead birds has been reported in a specific area for possible further action.

EXCEL Function STDDEV and STDDEVP (Standard Deviation)

There are actually two different standard deviation functions in Excel, one designed for instances where you want the whole sample set measured (STDDEVP), and one where you want to estimate a large population from a sample, which has a slightly different function (STDDEV). This seems backwards but Microsoft chose to name the "sample" version STDDEV and the more common use of Standard Deviation (that appears in every school text book) STDDEVP. When you want every value calculated in your Standard Deviation, you must use the function STDDEVP.

THE HIDDEN WINDOW



The Services stay hidden window or “This window should remain hidden” window are screens that MOH-SAIC applications HM Client Immunizations, Service Coordination, Child Care (non-web), or Family Care Safety Registry, may see.

It is always present with Delphi programmed applications (non-web accessed) but usually is not seen by the user. The most common time that these “Hidden” modules are seen happen with slow connections. When the application is changing screens, the user clicks on the application in the Taskbar to bring up the application and the “Hidden” window comes up. This is because the full window has not completed loading into the computer’s memory for display yet.

Do not close the Hidden module windows, just wait for the full window to have time to load and click on it behind the Hidden module. If it does not appear, click on the application in the Taskbar and it should cover the Hidden module.

EXCEL Vertical Lookup Function

If you need a number to automatically be entered based upon a range of numbers, Vertical Lookup may be the function for you!

A common example that we have all experienced is grades. If you score between 100 and 92 you are assigned a letter grade of A; scoring less than 92 but greater than 84 gets a B; scoring less than 84 but greater than 76 is a C; scoring less than 76 but greater than 69 is a D; and below 69 is an F. You would set up the grading table—**start the table with the LOWEST value** as shown on the right. The table can have multiple columns and return the results from column 3, 4, etc. The table can be on a different sheet in the Excel workbook.

The format used to set up the function is:
=Vlookup(cell address of score,cell range of the table,column to return)

Using the grades table shown above, the formula based on this table would be written as =VLOOKUP(\$B4,Sheet1!\$A\$1:\$C\$6,2) to get the letter grade (2) and =VLOOKUP(\$B4,Sheet1!\$A\$1:\$C\$6,3) to get the comment column (3).

Look at the example on the right to see how the formula is designed to look up the range of numbers in the first column (B4), then references the location of the table (Sheet1!A1:C6), then last returns the number in column 2.

Vertical Lookup Table below:

	A	B	C	D	E
1	Grade	Letter Grade	Comment		
2	0	F	See Me		
3	70	D	Need to Work Harder		
4	76	C	Average		
5	85	B	Good		
6	92	A	Excellent		
7					
8					
9					

Formula used to pull data from the lookup table shown below:

	A	B	C	D	E	F
1						
2						
3	Student	Grade	Letter Grade	Comment		
4	Jones	76	C	Average		
5	Williams	85	B	Good		
6	Larkin	92	A	Excellent		
7	Penel	61	F	See Me		
8	Tackett	86	B	Good		
9	Lister	45	F	See Me		
10						
11						

Virtual Private Network (VPN)

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systems. In an effort to meet the faster connection speed and security needs, ITSD is implementing a new technology called VPN. VPN technology utilizes a local Internet Service Provider (ISP) high-speed Internet connection to securely connect remote offices to DHSS applications.

VPN offers faster connection to DHSS applications. Recently, ITSD has converted Local Public Health Agency (LPHA) offices from their previous method of gaining access to DHSS, Frame Relay, to a faster technology—VPN. To date 50 offices (LPHA and WIC) across the state have been converted to VPN connections.

What is needed to convert from Frame Relay to VPN?

- DSL must be available to the site.
- DHSS technicians go on-site to configure network equipment and make changes as necessary for DHSS applications

What feedback has ITSD received from users that have converted to VPN connection? Users are pleased by the quick response of the applications. Applications are easier to access and use.

Next steps? ITSD will continue to convert remote LPHA and WIC offices to VPN connection over the next 12 to 18 months. ITSD will be in contact with remote offices to coordinate this conversion.

Phone: (573) 751-6388 or (800) 347-0887

E-mail: Support@dhss.mo.gov

Online Support Request:

<http://172.17.34.5/support.htm> then click on Online support Request in the left navigation bar

To read past newsletters, go to the ITSD Intranet Web site at <http://172.17.34.5/support.htm>. These articles are not available on the Internet.

If you have a topic that you would like to see covered in ITSD Tech Talk Newsletter, please let us know! Send an e-mail to Support@dhss.mo.gov

New ITSD Admin Policies Posted

DHSS ITSD Information Technology policies are located in Chapter 24 of the General Administrative Policies. Some of these policies had not been examined for updating in several years. This year the policies underwent close examination and editing to update them to reflect today's procedures and the name and logo changes that ITSD has recently undergone.

Policies 24.2 (Security Policies and rules and Policy 24.6 (Planning and Procurement and Installation Processes) required major modification and are both under consideration before updating. Policy 24.11 (Project Request Process) is still under review.

Please take a few minutes to review the newly rewritten DHSS policies. A link is available at <http://dhssnet/AdminPolicies/index.html> if you click on General Administrative and scroll to Chapter 24.

ITSD Help Desk Phone System Updated

The ITSD Help Desk recently updated their phone system. The new system allows up to 4 calls to be on hold before receiving a busy signal. We hope this alleviates the problems users have had trying to contact the ITSD Help Desk.

You now get a recorded message. 'Your call will be answered by the next available technician. If a technician is available your call is then answered. If all technicians are busy and you are one of the next 4 callers you will be put on hold.'

If your request is non-urgent you can send email to Support@dhss.mo.gov or go to 172.17.34.5, click on ITSD Support and then click on Online Support Request.'